

Standard Room

Code: ANCMF-AU-H-SR-01 • Facility: Hospitality • Frequency: daily

Scope of Work

- Dust all surfaces including furniture, fixtures, and fittings.
- Vacuum carpeted areas and mop hard floors.
- Sanitise high-touch surfaces such as door handles, light switches, and remote controls.
- Clean and sanitise bathroom facilities including the toilet, sink, and shower.
- Empty rubbish bins and replace liners.
- Check and replenish guest amenities and supplies.
- Ensure windows and mirrors are streak-free and clean.
- Inspect and remove any visible stains or marks on walls and floors.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Begin by dusting all surfaces, starting from the highest point and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a suitable cleaning solution, ensuring no residue is left.
5. Sanitise high-touch surfaces using an appropriate disinfectant.
6. Clean the bathroom, starting with the sink and shower, and finishing with the toilet. Use separate cloths for each area.
7. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
8. Replenish guest amenities, ensuring all items are neatly arranged.
9. Clean windows and mirrors using a glass cleaner, ensuring no streaks remain.
10. Conduct a final inspection to ensure all areas meet the required standards.

Equipment

- Cleaning trolley
- Colour-coded microfibre cloths
- Vacuum cleaner
- Mop and bucket
- Disinfectant and cleaning solutions
- Glass cleaner
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are dust-free and polished; carpets are vacuumed with no visible debris; floors are spotless and streak-free; high-touch surfaces are fully sanitised; bathroom is immaculate with no water spots or soap scum; rubbish bins are empty and clean; windows and mirrors are crystal clear.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch surfaces are mostly sanitised; bathroom is clean with minor water spots; rubbish bins are empty; windows and mirrors have minor streaks.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch surfaces are partially sanitised; bathroom has visible water spots and soap scum; rubbish bins are not overflowing; windows and mirrors have visible streaks.
Fail	Heavy dust accumulation; carpets are dirty with significant debris; floors are dirty with streaks and residue; high-touch surfaces are not sanitised; bathroom is dirty with significant water spots and soap scum; rubbish bins are overflowing; windows and mirrors are dirty with streaks.